

March 7, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY INFORMATION NOTICE NO. I-17-22**

The purpose of this All-County Information Notice (ACIN) is to provide information regarding the system enhancements made to the Electronic Services Portal (ESP) that allows In-Home Supportive Services (IHSS) and Wavier Personal Care Services (WPCS) recipients and providers the option to receive text messages, effective March 28, 2022.



**KIM JOHNSON**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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**GAVIN NEWSOM**  
GOVERNOR

March 7, 2022

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-17-22

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERS

SUBJECT: **ELECTRONIC SERVICES PORTAL (ESP) TEXT MESSAGE NOTIFICATIONS ARE AVAILABLE FOR IN-HOME SUPPORTIVE SERVICES (IHSS) AND WAVIER PERSONAL CARE SERVICES (WPCS) ESP USERS**

The purpose of this All-County Information Notice (ACIN) is to provide information regarding the enhancements made to the Electronic Services Portal (ESP) that allows In-Home Supportive Services (IHSS) and Wavier Personal Care Services (WPCS) recipients and providers the option to receive text messages, effective March 28, 2022.

**BACKGROUND**

Text messaging is an effective means of communication, but one of the biggest benefits of texting is its immediacy. Text messages tend to be high-priority, concise, fast, accessible and convenient. Due to these reasons, the California Department of Social Services (CDSS) has modified ESP to add the ability for recipients and providers to choose text messages as a notification preference.

**ESP MY PREFERENCES SCREEN ENHANCEMENTS**

Currently, the ESP My Preferences screen enables users to set their preferred supported spoken/written language (English, Spanish, Armenian, Chinese), along with the ability to select their timesheet communication preference (phone/email). To enhance ESP user convenience, CDSS has added a “Notification Preference” option to the My Preferences screen. This option will enable users the ability to select a notification delivery method from the following options:

- Text Messages
- Email, or
- Both

Recipients and providers who sign up to receive text messages will receive the same IHSS program notifications related to payroll processing they receive via e-mail today

from a secure IHSS text messaging portal, where message and data rates will apply. Users who select this service will receive text message notifications in their supported written language for the following:

#### Providers

- Timesheet Approval
- Timesheet Rejection
- Payment
- No Recipient Action on Submitted Timesheet
- No Payment for Travel Claim
- Preference Change of Notification Delivery Methods

#### Recipients:

- Timesheet for Review
- Preference Change of Notification Delivery Methods

## TEXT MESSAGE NOTIFICATION ENROLLMENT

Within the “**Notification Preference**” cluster in ESP, users can choose how to receive IHSS Program Notifications. Once the user selects to receive notifications by text or both text and email, the user will be required to verify their cell phone number on file. Users also have the option to view the SMS Terms of Service and the Privacy Policy by clicking on the links provided within the notification preference cluster (Fig.1).

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**Notification Preference**

You can set up your Notification Preference to Email, Text or Both.

You can opt-in to receive IHSS Program Notifications related to Payroll Processing from CDSS-IHSS via text. Message and data rates may apply. Message frequency varies. Text HELP for help and STOP to opt-out. For more information please view our [SMS Terms of Service](#) and [Privacy Policy](#)

**Notification Delivery Methods:**

<b>Email</b>	<b>Text</b>
<div></div>	(916) 888-8888

Select your notification preference:

**IHSS Program Notifications related to Payroll Processing**

☒ Email

☐ Text

☐ Both Email and Text

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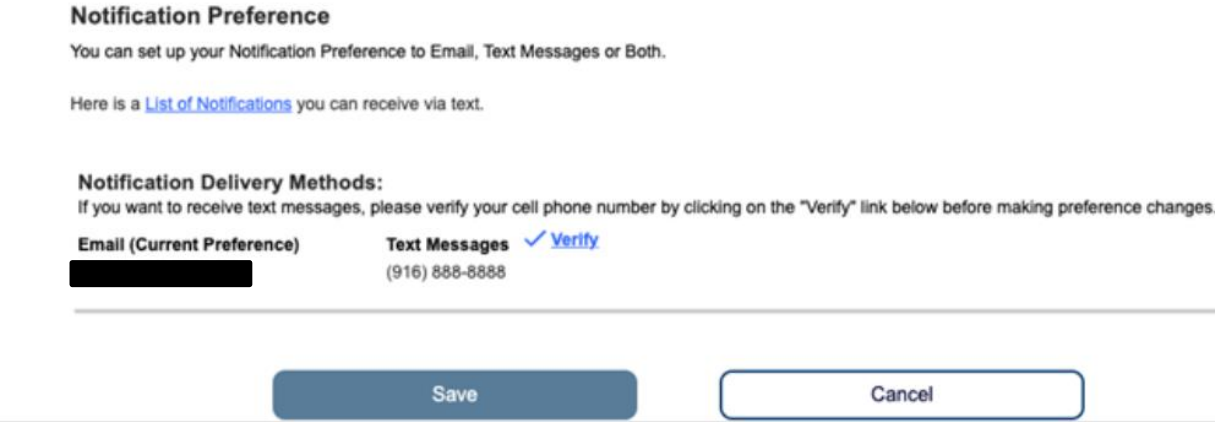
Save

Cancel

Figure 1: Notification Preference cluster

If the user has a cell phone number that is recorded in the Case Management Information and Payroll System (CMIPS), their number will display in the Notification Preference cluster with a “**Verify**” link next to the cell phone number. If the user does not have a cell phone number on file, then the Notification Preference cluster will say

“No number on file” (Fig 2). If the user has no cell phone number on file, they can add their cell phone number by visiting the ESP Contact Information screen.



**Notification Preference**

You can set up your Notification Preference to Email, Text Messages or Both.

Here is a [List of Notifications](#) you can receive via text.

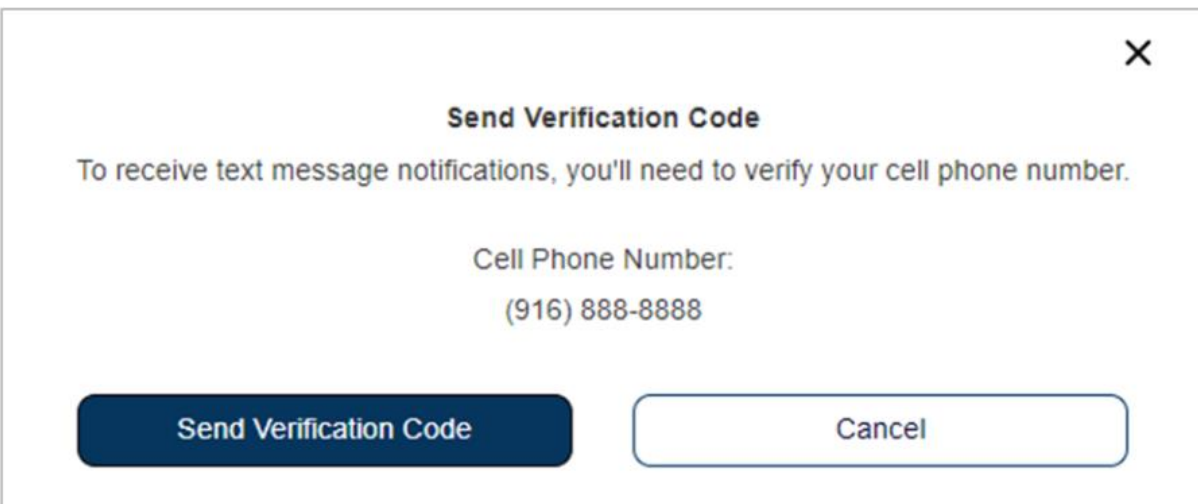
**Notification Delivery Methods:**  
If you want to receive text messages, please verify your cell phone number by clicking on the "Verify" link below before making preference changes.

Email (Current Preference)	Text Messages <input checked="" type="checkbox"/> <a href="#">Verify</a>
[REDACTED]	(916) 888-8888

[Save](#) [Cancel](#)

Figure 2: Notification Preference cluster

Once the user selects the “verify” link a “**Send Verification Code**” pop-up will appear. The user will then select the send verification code option and ESP will send a 6-digit code to that cell phone number (Fig 3.).



**Send Verification Code**

To receive text message notifications, you'll need to verify your cell phone number.

Cell Phone Number:  
(916) 888-8888

[Send Verification Code](#) [Cancel](#)

Figure 3: Send Verification Code screen

**Note:** The code is blocked after the 5th failed attempt. After the 5th failed attempt, the user will need to select “Resend Code” to receive a new one.

After the user has received the 6-digit verification code, they will enter that code into the **“Enter Verification Code”** pop-up (Fig. 4).

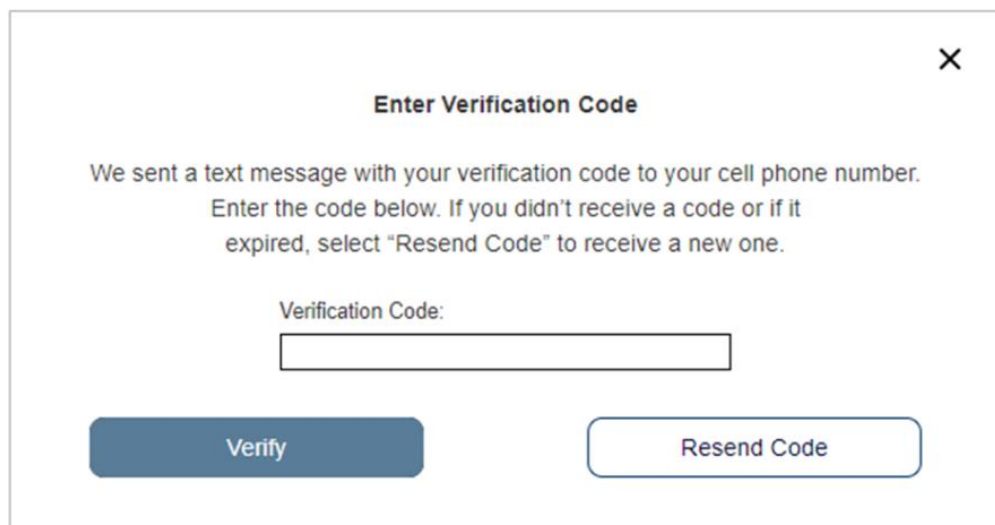
A screenshot of a mobile application pop-up titled "Enter Verification Code" with a close button (X) in the top right corner. The text inside reads: "We sent a text message with your verification code to your cell phone number. Enter the code below. If you didn't receive a code or if it expired, select 'Resend Code' to receive a new one." Below this text is a label "Verification Code:" followed by a single-line text input field. At the bottom, there are two buttons: a dark blue button labeled "Verify" and a white button with a blue border labeled "Resend Code".

Figure 4: Enter Verification Code screen

Once the user's cell phone number is verified, a **“Cell Phone Number Verified”** pop-up will appear and the user will be able to receive ESP notifications by text message (Fig 5).

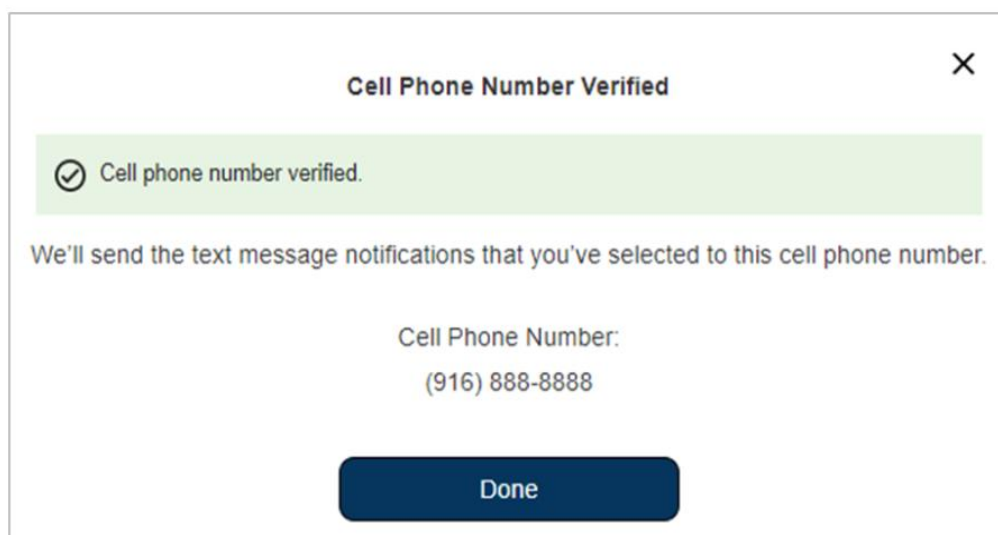
A screenshot of a mobile application pop-up titled "Cell Phone Number Verified" with a close button (X) in the top right corner. The first section has a green background and contains a checkmark icon and the text "Cell phone number verified." Below this, the text reads: "We'll send the text message notifications that you've selected to this cell phone number." Underneath is the label "Cell Phone Number:" followed by the number "(916) 888-8888". At the bottom is a dark blue button labeled "Done".

Figure 5: Cell Phone Number Verified screen

**Note:** The cell phone number on file needs to be verified before the user can start receiving text messages. Providers can opt out of text message notifications by replying “stop” to any IHSS notification message or changing their preference in ESP to email.

## ESP TEXT MESSAGE FUNCTIONALITY ADDED TO CMIPS

CMIPS users can view and make changes to recipient and provider notification preferences. When the Preferences link is selected from the Payroll & Timesheet tab, the View Timesheet Preferences screen is displayed. This screen displays the recipient's/provider's notification preference, with options to edit the preference or verify the individual's cell phone number (Fig 6).

The screenshot shows a web interface titled "Notification Preference". At the top left, there are two buttons: "Edit..." and "Verify Cell Phone...". Below these buttons, the "Email:" field is redacted with a black box. To the right, the "Text:" field shows "(916) 888-8888 (Not verified)". At the bottom, there is a label "Preference of IHSS Program Notifications related to Email Payroll Processing:".

Figure 6: CMIPS Notification Preference cluster

CMIPS users can edit the individual's notification preference by selecting an option from the drop-down list in the Modify Notification Preference screen and selecting Save (Fig 7).

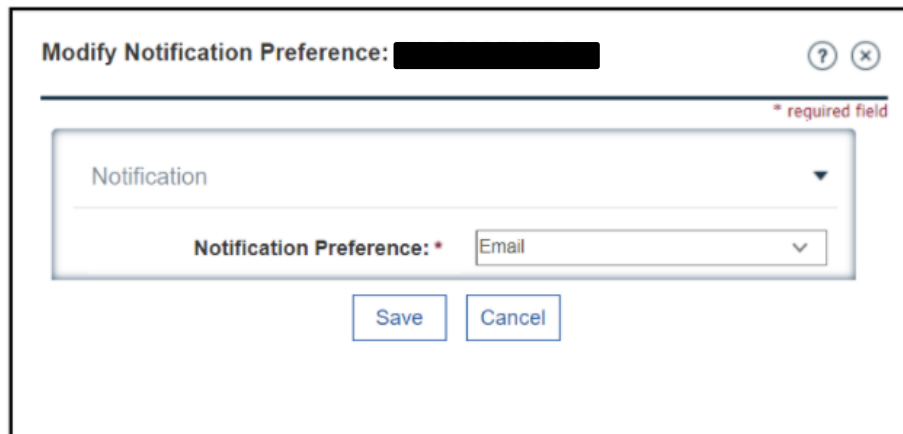
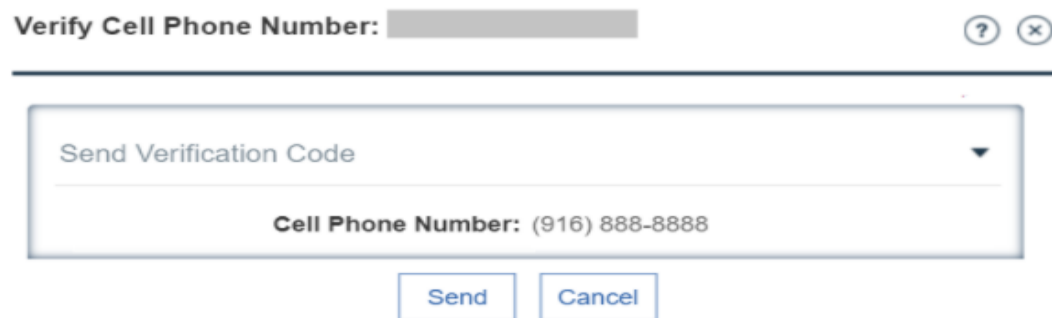
The screenshot shows a modal window titled "Modify Notification Preference:" with a redacted name field. In the top right corner of the modal are help (?) and close (X) icons. A red asterisk and the text "\* required field" are in the top right. The main content area has a "Notification" label above a large drop-down menu. Below this, the "Notification Preference:" label is followed by a red asterisk and a smaller drop-down menu currently showing "Email". At the bottom of the modal are "Save" and "Cancel" buttons.

Figure 7: CMIPS Modify Notification Preference screen

CMIPS users can send a 6-digit verification code to the individual's cell phone number on file (Fig. 8).

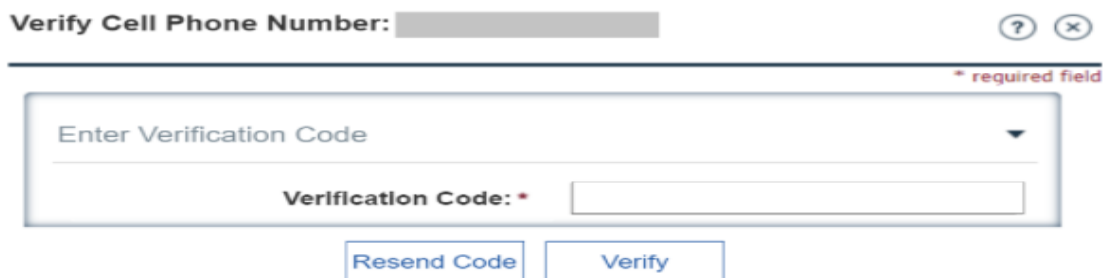
**Note:** This option only displays if the individual has a cell phone number on file.



The screenshot shows a window titled "Verify Cell Phone Number:" with a greyed-out input field and help/cancel icons. A modal box is open with the title "Send Verification Code". Inside the modal, there is a text field containing "Cell Phone Number: (916) 888-8888". Below the text field are two buttons: "Send" and "Cancel".

Figure 8: Send Verification Code Screen

Once the 6-digit verification code is received by the individual, CMIPS users can enter that code into the enter verification code pop-up. This function will allow CMIPS users the ability to assist individuals with enrollment to receive IHSS program notifications by text message (Fig.9).



The screenshot shows a window titled "Verify Cell Phone Number:" with a greyed-out input field and help/cancel icons. A modal box is open with the title "Enter Verification Code". Inside the modal, there is a text field labeled "Verification Code: \*" with a red asterisk indicating it is a required field. Below the text field are two buttons: "Resend Code" and "Verify".

Figure 9: Enter Verification Code Screen

For additional assistance recipients and providers can contact the IHSS Service Desk at (866) 376-7066 and select the Electronic Services Portal option to speak with the ESP Service Desk agents.

Questions regarding the information transmitted in this ACIN may be directed to the Adult Programs Division, CMIPS and Systems Enhancements Branch, at the following email address: [CMIPSII-Requests@dss.ca.gov](mailto:CMIPSII-Requests@dss.ca.gov).

Sincerely,

**Original Document Signed By:**

LEORA FILOSENA (ACTING)  
Deputy Director  
Adult Programs Division

c: CWDA

Attachments:



## ESP Notifications available by Text Message

Dear IHSS/WPCS Recipient,

Beginning March 28, 2022, you will have the option to receive notifications by text message by changing your notification preference on the IHSS Electronic Services Portal (ESP). ESP users can select to receive their notifications by email, text messages, or both. If you do not select a preference, you will continue to receive notifications by email. You can change your notification preference at any time through the ESP.

The following notifications can now be received by text message:

- Timesheet Ready for Review
- Preference Change of Notification Delivery Methods

To sign up for text messages:

1. Go to the ESP website at [www.etimesheets.ihss.ca.gov/login](http://www.etimesheets.ihss.ca.gov/login) and log in.
2. Once you log in to your ESP account, you will be on the **Recipient Home** screen. At the top right of the page, locate your name and click on the drop-down menu, then select *Account Information*.
3. On the **Account Information** screen, select the 'My Preferences' link.
4. The **My Preferences** screen will display. You will see options for *IHSS ESP Preferred Language*, *Timesheet Communication Preference*, and *Notification Preference*. To sign up for Text Messages select the option under *Notification Preference*.

The Notification Preference options allow you to choose how you want your notifications delivered. The options are: Email, Text Messages, or Both Email and Text Messages. If you do not select a preference, you will continue to receive notifications by Email.

5. Under *Notification Preference*, if you have a cell phone number on file, it will be listed under 'Text Messages' with a '**Verify**' link next to it. If you don't have a cell phone number on file, then it will say '*No number on file*'.

To add your cell phone number, locate your name at the top of the page, click on the drop-down menu, and select the *Contact Information* option. The **Contact Information** screen will display where you will be able to add, edit, or delete information

**The cell phone number must be verified first before you can start receiving text messages.**

6. Click the **Verify** link next to the cell phone number:
  - a. This will send a 6-digit verification code to that cell phone number. A pop-up box will display where you will enter the 6-digit code that you just received.



- b. Enter the 6-digit code in the pop-up box and select Verify.
- c. Once your cell phone number is verified you will be able to set Text Messages or Both Text Messages and Email as your notification preference.

If you do not receive a 6-digit code, then check to see if you have the correct number listed. If needed, you can change your cell phone number on the **Contact Information** screen.

**The 6-digit verification code is valid for 10 minutes.** If you do not receive a code or if it expires, select 'Resend Code' to receive a new one. If you input an invalid code more than 5 times the 6-digit verification code will be blocked.

Please select 'Resend Code' to receive a new one.

Text HELP for help and STOP to opt out. Message and data rates may apply. Message frequency varies. For more information please view our [SMS Terms of Service](#) and [Privacy Policy](#) here.

**Please do not reply to this email.** For questions about this email or the IHSS/WPCS Electronic Services Portal, please contact the IHSS Service Desk for assistance, Monday through Friday, 8 AM – 5 PM, excluding holidays, at 1-866-376-7066.



## ESP Notifications available by Text Message

Dear IHSS/WPCS Provider,  
Beginning March 28, 2022, you will have the option to receive notifications by text message by changing your notification preference on the IHSS Electronic Services Portal (ESP). ESP users can select to receive their notifications by email, text messages, or both. If you do not select a preference, you will continue to receive notifications by email. You can change your notification preference at any time through the ESP.

The following notifications can now be received by text message:

- Timesheet Approval
- Timesheet Rejection
- Payment Processed
- No Recipient Action on Submitted Timesheet
- No Payment for Travel Claim
- Preference Change of Notification Delivery Methods

To sign up for text messages:

7. Go to the ESP website at [www.etimesheets.ihss.ca.gov/login](http://www.etimesheets.ihss.ca.gov/login) and log in.
8. Once you log in to your ESP account, you will be on the **Provider Home** screen. At the top right of the page, locate your name and click on the drop-down menu, then select *Account Information*.
9. On the **Account Information** screen, select the 'My Preferences' link.
10. The **My Preferences** screen will display. You will see options for *Timesheet Entry Preferences*, *IHSS ESP Preferred Language*, and *Notification Preference*. To sign up for Text Messages, select the option under *Notification Preference*.

The *Notification Preference* options allow you to choose how you want your notifications delivered. The options are: Email, Text Messages, or Both Email and Text Messages. If you do not select a preference, you will continue to receive notifications by Email.

11. Under *Notification Preference*, if you have a cell phone number on file, it will be listed under 'Text Messages' with a '**Verify**' link next to it. If you don't have a cell phone number on file, then it will say '*No number on file*'.

To add your cell phone number and receive text messages, locate your name at the top of the page, click on the drop-down menu, and select the *Contact Information* option. The **Contact Information** screen will display where you will be able to add, edit, or delete information.

**The cell phone number must be verified first before you can start receiving text messages.**

12. Click the **Verify** link next to the cell phone number:

- a. This will send a 6-digit verification code to that cell phone number. A pop-up box will display where you will enter the 6-digit code that you just received.
- b. Enter the 6-digit code in the pop-up box and select Verify.
- c. Once your cell phone number is verified you will be able to set Text Messages or Both Text Messages and Email as your notification preference.

If you do not receive a 6-digit code, then check to see if you have the correct number listed. If needed, you can change your cell phone number on the **Contact Information** screen.

**The 6-digit verification code is valid for 10 minutes.** If you do not receive a code or if it expires, select 'Resend Code' to receive a new one. If you input an invalid code more than 5 times the 6-digit verification code will be blocked. Please select 'Resend Code' to receive a new one.

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